

## Pre Council Meeting

Development Services Center  
June 23, 2008

Meeting Began at: 1605 hrs

Meeting Ended at: 1705 hrs

Members Present: Robin Eschliman, Ken Svoboda, Doug Emery, Dan Marvin, Jon Camp, John Spatz

Members Absent: Jonathan Cook

Others Present: Greg MacLean, Glenna Graupmann, Public Works & Utilities; Marvin Krout, Planning; Mike Merwick, Chuck Zimmerman, Building & Safety

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### INTRODUCTION:

Doug Emery called the meeting to order and invited Greg MacLean to begin his presentation.

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### PRESENTATION:

The Powerpoint presentation by Greg MacLean is attached.

### Questions

Jon Camp: *First part of the question is inaudible.* Is that for everything including intake?

Maclean: This is everything for the Development Services Center portion, which would be after the entitlement phase. The preliminary plat, the final plat, the engineering drawings and house plans approval and permits are all done right here. Everything for Building and Safety and for Public Works takes place at this counter.

Camp: So is that somewhat comparable to our building counter now?

MacLean: Very comparable. In fact, if we go toward the Development Services Center concept, that will remain largely the same, including the functions. When we start combining the engineering aspects, you'll start to see the need for more space and more stalls if we are going to do everything in one location. Beyond that, the volume of work isn't going to change at lot in front of or behind the counter.

Camp: Henderson issues 20,000 permits per year and we issue 600. That's 20 - 30 times more than Lincoln.

MacLean: We may need to increase our stalls to perhaps ten slots and some of them might be dedicated ones. I'm not sure what the number would be.

Camp: How could you justify that number if they have 20,000 permits and we have 600.

MacLean: Well, I don't know that we could justify that. We haven't really gotten into that part of planning.

- MacLean: Any kind of permit would be handled at this location. Anything from a master plan community with 500 lots to an addition on your house.
- Marvin: We use the Permits Plus system. It allows people out in the field to know where a customer is in terms of getting a permit approved.
- MacLean: Building and Safety is using Permits Plus. The company that writes the software is Accela. They have a couple of products that are combined under one umbrella. Permits Plus is one of them and Henderson uses another of their programs. It's basically an integrated database that tracks everything, generates reports and can be used for scheduling. Currently some Public Works staff are using Permits Plus but we really haven't done the modifications to the program that are necessary. It is configured mainly for Building and Safety to use. We need other departments and other divisions using Permits Plus. It is the backbone of the technology that makes the whole concept work. Beyond being physically located closer in proximity, it is more convenient to the customer. Permits Plus provides the mechanism to track, measure and record .
- Marvin: Permits Plus would allow Public Works to be able to track the project electronically in the way Building and Safety currently does?
- MacLean: It would be very similar. Public Works would refine and enhance the program and bring the other divisions involved in the DSC into using the program.
- Marvin: Explain the "entitlement" phase.
- MacLean: The entitlement phase would be everything from when a customer walks in the door until they have their preliminary plan approved. For a subdivision it would be the preliminary plat. Everything in the project has been identified, including all utilities, the grading, everything that goes with the zoning, some of the survey information and maybe even the phasing of the project. During that process they've had discussion about TIF, for example. They'll know what their impact fees are going to be and any other fees. All those discussions would take place in the entitlement phase.
- Marvin: What's the stage that's before that?
- MacLean: Entitlement is the first stage.
- Marvin: You said that Henderson is quicker on the entitlement phase than we are?
- MacLean: Yes.
- Marvin: But we are quicker than Henderson on the.....
- MacLean: .....on the plan review part.
- Marvin: One of our bottleneck's for us is in the entitlement phase?

MacLean: Henderson is quicker on the entitlement phase but Lincoln is quicker on the plan review side. Lincoln doesn't have as clean a separation of entitlement and plan review.

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**CLOSING:**

Robin Eschliman closed the meeting with thanks to Greg MacLean for making the presentation.

**ATTACHMENTS:**

Powerpoint presentation

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Prepared By: Debbie Engstrom, Mayor's Office

# ***DSC***

A "Development Services Center"  
for Lincoln, Nebraska

# ***DSC***

A "Development Services Center"  
for Lincoln, Nebraska

## **What is a DSC?**

- Development Services is a group of departments that are related to the development of our community. These departments include *Building & Safety, Planning and Public Works*.



# ***DSC***

A "Development Services Center"  
for Lincoln, Nebraska

What is a DSC?

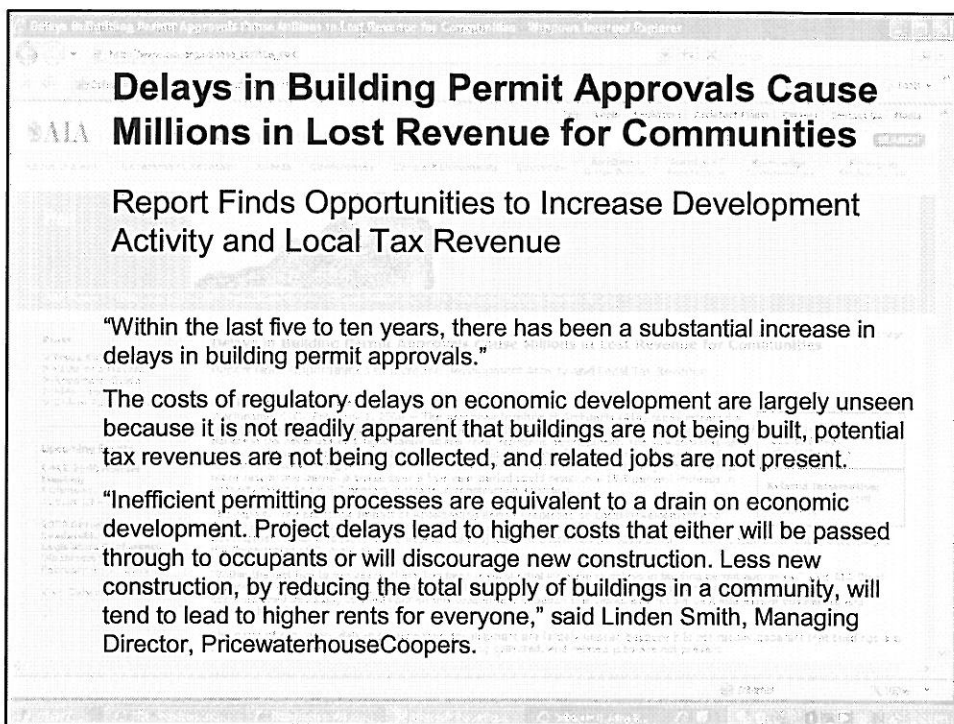
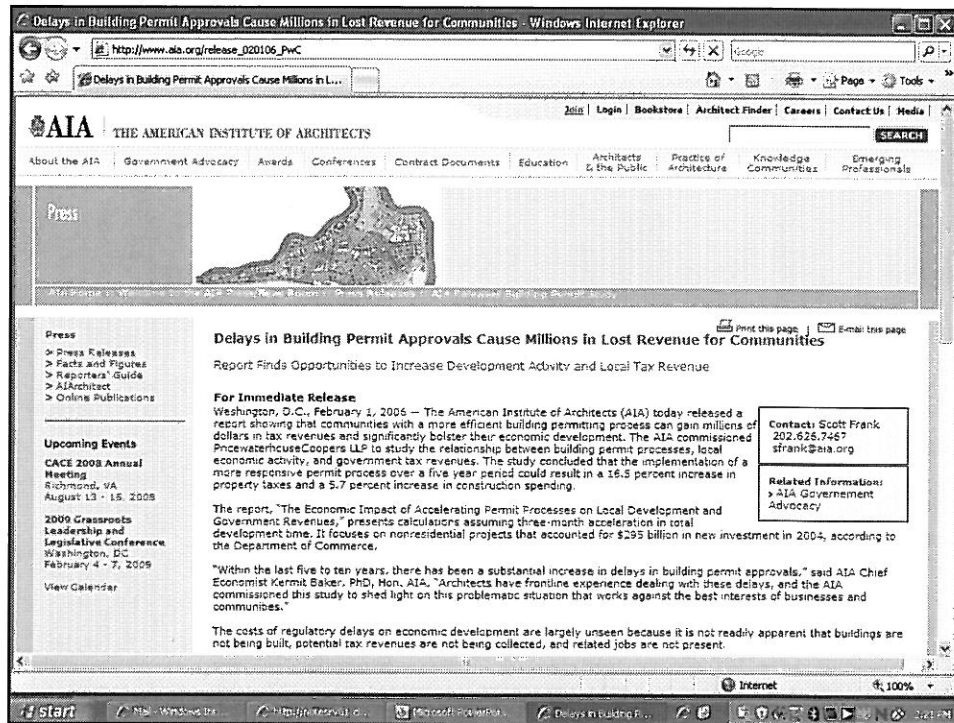
- The "One-Stop-Shop" concept...
- Plan review...
- Permitting...
- Inspections...

# ***DSC***

A "Development Services Center"  
for Lincoln, Nebraska

Why should Lincoln consider a DSC?

- Increase Efficiency
- Enhance Customer Service



# ***DSC***

A “Development Services Center”  
for Lincoln, Nebraska

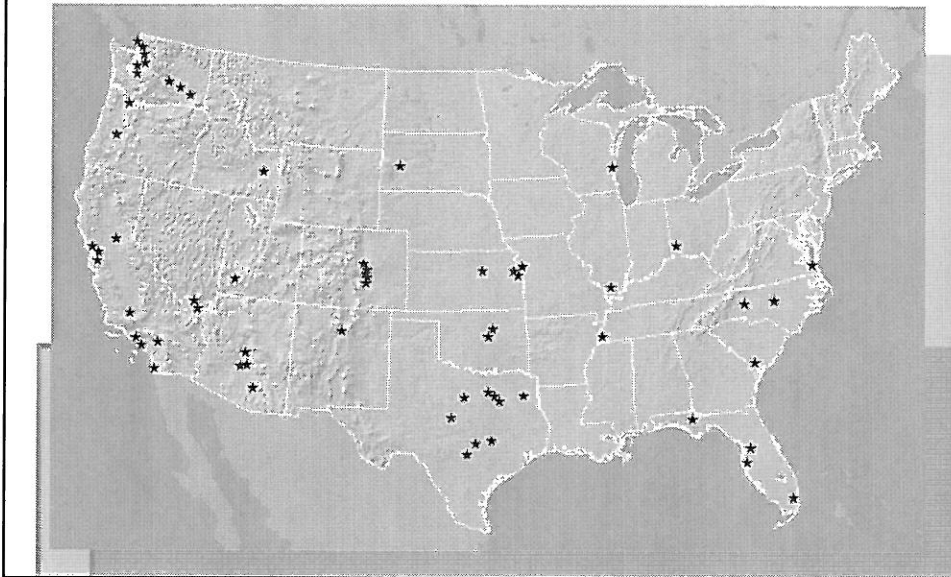
- So, what do we know, and what have we done to investigate the DSC concept?

# ***DSC***

A “Development Services Center”  
for Lincoln, Nebraska

- First of all, we looked around... who else has headed down the DSC path?

## Other DSC's nation-wide:



## Other DSC's nation-wide:

City	State	Website	Direct Link
Avondale	Arizona	<a href="http://www.ci.avondale.az.us">www.ci.avondale.az.us</a>	<a href="http://www.ci.avondale.az.us/Directory.asp?did=96">http://www.ci.avondale.az.us/Directory.asp?did=96</a>
Glendale	Arizona	<a href="http://www.glendaleaz.com">www.glendaleaz.com</a>	<a href="http://www.glendaleaz.com/buildingsafety/DevelopmentS">http://www.glendaleaz.com/buildingsafety/DevelopmentS</a>
Marana	Arizona	<a href="http://www.marana.com">www.marana.com</a>	<a href="http://www.marana.com/index.asp?NID=638">http://www.marana.com/index.asp?NID=638</a>
Tempe	Arizona	<a href="http://www.tempe.gov">www.tempe.gov</a>	<a href="http://www.tempe.gov/ds/">http://www.tempe.gov/ds/</a>
Tucson	Arizona	<a href="http://www.tucsonaz.gov">www.tucsonaz.gov</a>	<a href="http://www.tucsonaz.gov/dsd/">http://www.tucsonaz.gov/dsd/</a>
Alameda	California	<a href="http://www.ci.alameda.ca.us">www.ci.alameda.ca.us</a>	<a href="http://www.ci.alameda.ca.us/devservices/">http://www.ci.alameda.ca.us/devservices/</a>
Alhambra	California	<a href="http://www.cityofalhambra.org">www.cityofalhambra.org</a>	<a href="http://www.cityofalhambra.org/government/development">http://www.cityofalhambra.org/government/development</a>
Bakersfield	California	<a href="http://www.bakersfieldcity.us">www.bakersfieldcity.us</a>	<a href="http://www.bakersfieldcity.us/cityservices/devsry/">http://www.bakersfieldcity.us/cityservices/devsry/</a>
Chula Vista	California	<a href="http://www.chulavistaca.gov">www.chulavistaca.gov</a>	<a href="http://www.chulavistaca.gov/City_Services/Development/Development_Services_Center/Default.asp">http://www.chulavistaca.gov/City_Services/Development/Development_Services_Center/Default.asp</a>
Coral Springs	California	<a href="http://www.coralssprings.org">www.coralssprings.org</a>	<a href="http://www.coralssprings.org/DevelopmentServices/index.c">http://www.coralssprings.org/DevelopmentServices/index.c</a>
Fremont	California	<a href="http://www.ci.fremont.ca.us">www.ci.fremont.ca.us</a>	<a href="http://www.ci.fremont.ca.us/Construction/DevelopmentSe">http://www.ci.fremont.ca.us/Construction/DevelopmentSe</a>
Long Beach	California	<a href="http://www.ci.long-beach.ca.us">www.ci.long-beach.ca.us</a>	<a href="http://www.ci.long-beach.ca.us/plan/building_bureau/eds">http://www.ci.long-beach.ca.us/plan/building_bureau/eds</a>
Sacramento	California	<a href="http://www.cityofsacramento.org">www.cityofsacramento.org</a>	<a href="http://www.cityofsacramento.org/dsd/">http://www.cityofsacramento.org/dsd/</a>
San Diego	California	<a href="http://www.sandiego.gov">www.sandiego.gov</a>	<a href="http://www.sandiego.gov/development-services/index.sh">http://www.sandiego.gov/development-services/index.sh</a>
San Jose	California	<a href="http://www.sanjoseca.gov">www.sanjoseca.gov</a>	<a href="http://www.sanjoseca.gov/development/developmentcent">http://www.sanjoseca.gov/development/developmentcent</a>
Boulder	Colorado	<a href="http://www.bouldercolorado.gov">www.bouldercolorado.gov</a>	<a href="http://www.bouldercolorado.gov/index.php?option=com_c&amp;Itemid=22">http://www.bouldercolorado.gov/index.php?option=com_c&amp;Itemid=22</a>
Castle Rock	Colorado	<a href="http://www.crgov.com">www.crgov.com</a>	<a href="http://www.crgov.com/SectionIndex.asp?SectionID=42">http://www.crgov.com/SectionIndex.asp?SectionID=42</a>
Commerce City	Colorado	<a href="http://www.c3gov.com">www.c3gov.com</a>	<a href="http://www.c3gov.com/pages/government/planning/index">http://www.c3gov.com/pages/government/planning/index</a>

## ...more DSC's nation-wide:

City	State	Website	Direct Link
Commerce City	Colorado	<a href="http://www.c3gov.com">www.c3gov.com</a>	<a href="http://www.c3gov.com/pages/government/planning/index">http://www.c3gov.com/pages/government/planning/index</a>
Longmont	Colorado	<a href="http://www.ci.longmont.co.us">www.ci.longmont.co.us</a>	<a href="http://www.ci.longmont.co.us/Planning/devcenter.htm">http://www.ci.longmont.co.us/Planning/devcenter.htm</a>
Loveland	Colorado	<a href="http://www.ci.loveland.co.us">www.ci.loveland.co.us</a>	<a href="http://www.ci.loveland.co.us/CurrPlanning/CPMAIN.htm">http://www.ci.loveland.co.us/CurrPlanning/CPMAIN.htm</a>
Bay County	Florida	<a href="http://www.bay.fl.us">www.bay.fl.us</a>	<a href="http://bay.fl.us/bcds/index.html">http://bay.fl.us/bcds/index.html</a>
Citrus County	Florida	<a href="http://www.bocc.citrus.fl.us">www.bocc.citrus.fl.us</a>	<a href="http://www.bocc.citrus.fl.us/devservices/development_se">http://www.bocc.citrus.fl.us/devservices/development_se</a>
Lauderdale Lakes	Florida	<a href="http://www.lauderdalelakes.org">www.lauderdalelakes.org</a>	
St. Petersburg	Florida	<a href="http://www.stpete.org">www.stpete.org</a>	<a href="http://www.stpete.org/development/index.htm">http://www.stpete.org/development/index.htm</a>
Savannah	Georgia	<a href="http://www.thempc.org">www.thempc.org</a>	<a href="http://www.thempc.org/Development.htm">http://www.thempc.org/Development.htm</a>
Pocatello	Idaho	<a href="http://www.pocatello.us">www.pocatello.us</a>	<a href="http://www.pocatello.us/PD&amp;S/Planning_Dev_Services.htm">http://www.pocatello.us/PD&amp;S/Planning_Dev_Services.htm</a>
Carbondale	Illinois	<a href="http://www.ci.carbondale.il.us">www.ci.carbondale.il.us</a>	<a href="http://www.ci.carbondale.il.us/Departments/dev_services">http://www.ci.carbondale.il.us/Departments/dev_services</a>
Lawrence	Kansas	<a href="http://www.lawrenceneighres.org">www.lawrenceneighres.org</a>	<a href="http://www.lawrenceneighres.org/">http://www.lawrenceneighres.org/</a>
Olathe	Kansas	<a href="http://www.olatheks.org">www.olatheks.org</a>	<a href="http://www.olatheks.org/Development">http://www.olatheks.org/Development</a>
Salina	Kansas	<a href="http://www.salina-ks.gov">www.salina-ks.gov</a>	<a href="http://www.salina-ks.gov/content/126/242/default.aspx">http://www.salina-ks.gov/content/126/242/default.aspx</a>
Shawnee	Kansas	<a href="http://www.cityofshawnee.org">www.cityofshawnee.org</a>	<a href="http://www.cityofshawnee.org/engineering/engineering.htm">http://www.cityofshawnee.org/engineering/engineering.htm</a>
Kansas City	Missouri	<a href="http://www.kcmo.org">www.kcmo.org</a>	<a href="http://www.kcmo.org/codes.nsf/web/home/">http://www.kcmo.org/codes.nsf/web/home/</a>
Henderson	Nevada	<a href="http://www.cityofhenderson.com">www.cityofhenderson.com</a>	<a href="http://www.cityofhenderson.com/development_services">http://www.cityofhenderson.com/development_services</a>
Las Vegas	Nevada	<a href="http://www.lasvegasnevada.gov">www.lasvegasnevada.gov</a>	<a href="http://www.lasvegasnevada.gov/TextOnly/Government/9">http://www.lasvegasnevada.gov/TextOnly/Government/9</a>
Rio Rancho	New Mexico	<a href="http://www.ci.rio-rancho.nm.us">www.ci.rio-rancho.nm.us</a>	<a href="http://www.ci.rio-rancho.nm.us/documents/Fiscal%20Services/Budget%20Request%20Form.pdf">http://www.ci.rio-rancho.nm.us/documents/Fiscal%20Services/Budget%20Request%20Form.pdf</a>

## ...still more DSC's nation-wide:

City	State	Website	Direct Link
Asheville	North Carolina	<a href="http://www.ashevillenc.gov">www.ashevillenc.gov</a>	<a href="http://www.ashevillenc.gov/business/development_services?id=1140">http://www.ashevillenc.gov/business/development_services?id=1140</a>
Kannapolis	North Carolina	<a href="http://www.ci.kannapolis.nc.us">www.ci.kannapolis.nc.us</a>	<a href="http://www.ci.kannapolis.nc.us/news_0.asp?newID=318">http://www.ci.kannapolis.nc.us/news_0.asp?newID=318</a>
Anderson Township	Ohio	<a href="http://www.andersontownship.org">www.andersontownship.org</a>	<a href="http://www.andersontownship.org/index.asp?page=Development">http://www.andersontownship.org/index.asp?page=Development</a>
Fairfield	Ohio	<a href="http://www.fairfield-city.org">www.fairfield-city.org</a>	<a href="http://www.fairfield-city.org/DevelopmentServices/index.cfm">http://www.fairfield-city.org/DevelopmentServices/index.cfm</a>
Midwest City	Oklahoma	<a href="http://www.midwestcityok.org">www.midwestcityok.org</a>	<a href="http://www.midwestcityok.org/devserv.htm">http://www.midwestcityok.org/devserv.htm</a>
Stillwater	Oklahoma	<a href="http://www.stillwater.org">www.stillwater.org</a>	<a href="http://stillwater.org/devservices/">http://stillwater.org/devservices/</a>
Portland	Oregon	<a href="http://www.portlandonline.com">www.portlandonline.com</a>	<a href="http://www.portlandonline.com/bds/index.cfm?c=37988">http://www.portlandonline.com/bds/index.cfm?c=37988</a>
Springfield	Oregon	<a href="http://www.ci.springfield.or.us">www.ci.springfield.or.us</a>	<a href="http://www.ci.springfield.or.us/dsd/dept_dsd.htm">http://www.ci.springfield.or.us/dsd/dept_dsd.htm</a>
Rapid City	South Dakota	<a href="http://www.rcgov.org">www.rcgov.org</a>	<a href="http://www.rcgov.org/planning/planninghomepage.htm">http://www.rcgov.org/planning/planninghomepage.htm</a>
Collierville	Tennessee	<a href="http://www.collierville.com">www.collierville.com</a>	<a href="http://www.collierville.com/gov_dev.html">http://www.collierville.com/gov_dev.html</a>
Abilene	Texas	<a href="http://www.abilenetx.com">www.abilenetx.com</a>	<a href="http://www.abilenetx.com/DevelopmentServicesCenter/">http://www.abilenetx.com/DevelopmentServicesCenter/</a>
Austin	Texas	<a href="http://www.ci.austin.tx.us">www.ci.austin.tx.us</a>	<a href="http://www.ci.austin.tx.us/development/">http://www.ci.austin.tx.us/development/</a>
Carrollton	Texas	<a href="http://www.cityofcarrollton.com">www.cityofcarrollton.com</a>	<a href="http://www.cityofcarrollton.com/development/bldginspect">http://www.cityofcarrollton.com/development/bldginspect</a>
College Station	Texas	<a href="http://www.cstx.gov">www.cstx.gov</a>	<a href="http://www.cstx.gov/home/index.asp?page=313">http://www.cstx.gov/home/index.asp?page=313</a>
Dallas	Texas	<a href="http://www.dallascityhall.com">www.dallascityhall.com</a>	<a href="http://www.dallascityhall.com/development_services/">http://www.dallascityhall.com/development_services/</a>
Grapevine	Texas	<a href="http://www.ci.grapevine.tx.us">www.ci.grapevine.tx.us</a>	<a href="http://www.ci.grapevine.tx.us/IndividualDepartments/Development/Default.aspx">http://www.ci.grapevine.tx.us/IndividualDepartments/Development/Default.aspx</a>



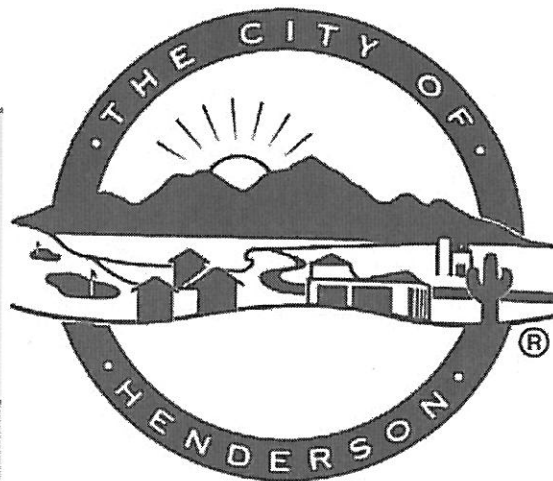
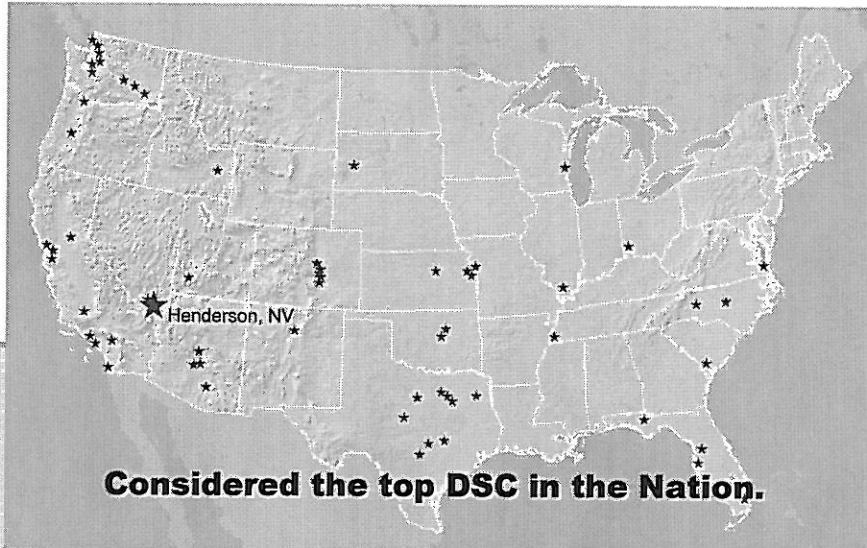
## ...DSC's nation-wide, continued:

City	State	Website	Direct Link
Helotes	Texas	<a href="http://www.helotes-tx.gov">www.helotes-tx.gov</a>	<a href="http://www.helotes-tx.gov/index.asp?Type=B_BASIC&amp;SEQ=40AA-46A4-9290-2F65F44CF3E7%7D">http://www.helotes-tx.gov/index.asp?Type=B_BASIC&amp;SEQ=40AA-46A4-9290-2F65F44CF3E7%7D</a>
Mesquite	Texas	<a href="http://www.cityofmesquite.com">www.cityofmesquite.com</a>	<a href="http://www.cityofmesquite.com/planning/">http://www.cityofmesquite.com/planning/</a>
San Angelo	Texas	<a href="http://www.sanangelotexas.org">www.sanangelotexas.org</a>	<a href="http://www.sanangelotexas.org/index.asp?Type=B_BASIC&amp;SEQ=115B-4850-BC12-187B9D9E0FE3%7D">http://www.sanangelotexas.org/index.asp?Type=B_BASIC&amp;SEQ=115B-4850-BC12-187B9D9E0FE3%7D</a>
San Antonio	Texas	<a href="http://www.sanantonio.gov">www.sanantonio.gov</a>	<a href="http://www.sanantonio.gov/dsd/?res=1024&amp;ver=true">http://www.sanantonio.gov/dsd/?res=1024&amp;ver=true</a>
Tyler	Texas	<a href="http://www.cityoftyler.org">www.cityoftyler.org</a>	<a href="http://www.cityoftyler.org/Admin/Tabs/tabid/84/Default.aspx">http://www.cityoftyler.org/Admin/Tabs/tabid/84/Default.aspx</a>
St. George	Utah	<a href="http://www.sgcity.org">www.sgcity.org</a>	<a href="http://www.sgcity.org/ds/">http://www.sgcity.org/ds/</a>
Virginia Beach	Virginia	<a href="http://www.vbgov.com">www.vbgov.com</a>	<a href="http://www.vbgov.com/vgn.asp?vgnextoid=7f5bb2c08804c101/vgn/vgnxchannel=92d154cf18ad9010/vgn/VCM100000870be404R">http://www.vbgov.com/vgn.asp?vgnextoid=7f5bb2c08804c101/vgn/vgnxchannel=92d154cf18ad9010/vgn/VCM100000870be404R</a>
Edmonds	Washington	<a href="http://www.ci.edmonds.wa.us">www.ci.edmonds.wa.us</a>	<a href="http://www.ci.edmonds.wa.us/devsvcs.stm">http://www.ci.edmonds.wa.us/devsvcs.stm</a>
Federal Way	Washington	<a href="http://www.cityoffederalway.com">www.cityoffederalway.com</a>	<a href="http://www.cityoffederalway.com/Page.aspx?page=308">http://www.cityoffederalway.com/Page.aspx?page=308</a>
Oak Harbor	Washington	<a href="http://www.oakharbor.org">www.oakharbor.org</a>	<a href="http://www.oakharbor.org/details.cfm?id=7">http://www.oakharbor.org/details.cfm?id=7</a>
Port Townsend	Washington	<a href="http://www.cityofpt.us">www.cityofpt.us</a>	<a href="http://www.cityofpt.us/DSD/default.asp">http://www.cityofpt.us/DSD/default.asp</a>
Puyallup	Washington	<a href="http://www.cityofpuyallup.org">www.cityofpuyallup.org</a>	<a href="http://www.cityofpuyallup.org/page.php?id=411">http://www.cityofpuyallup.org/page.php?id=411</a>
Redmond	Washington	<a href="http://www.redmond.gov">www.redmond.gov</a>	<a href="http://www.redmond.gov/insidcityhall/planning/devperm">http://www.redmond.gov/insidcityhall/planning/devperm</a>
Richland	Washington	<a href="http://www.ci.richland.wa.us">www.ci.richland.wa.us</a>	<a href="http://www.ci.richland.wa.us/RICHLAND/Clerk/index.cfm">http://www.ci.richland.wa.us/RICHLAND/Clerk/index.cfm</a>
Tumwater	Washington	<a href="http://www.ci.tumwater.wa.us">www.ci.tumwater.wa.us</a>	<a href="http://www.ci.tumwater.wa.us/devsvcs.htm">http://www.ci.tumwater.wa.us/devsvcs.htm</a>
University Place	Washington	<a href="http://www.ci.university-place.wa.us">www.ci.university-place.wa.us</a>	<a href="http://www.ci.university-place.wa.us/DevelopmentSyvs/D">http://www.ci.university-place.wa.us/DevelopmentSyvs/D</a>

**...that's over 70 DSC's:**

[illegible]

## **We visited Henderson, NV**



*A Place To Call Home*

## **Trip Contacts:**

- **Christine Kidd**, DSC Manager
- Tracy Foutz, Deputy Director of Community Development
- Robert Murnane, Director of Public Works
- Monica Simmons, City Clerk
- Michael Bouse, Director of Building & Fire Safety
- Richard Derrick, Manager of Budget & Strategic Mgmt.
- **Bob Cooper**, Economic Development Manager
- Nathan Hill, Records Supervisor
- **Gayle Rogers**, Henderson Chamber of Commerce
- Builders and Developers

## **About Henderson:**

- Incorporated in 1953
- 2007 Population = 268,212
- Acres Available for Development = 66,814
- 8<sup>th</sup> Fastest Growing in U.S.
- City Manager form of Government
- *Leading Challenge is Managing Growth*



## Two Part Development Process

1. Land Use – Entitlements  
(Through Preliminary Plat)
2. Construction Permitting Process  
(Final Plat Forward)

The Henderson View: Part 2 has the largest number of variables, submittal requirements, approval points, and potential for frustration.

## Need for a DSC

Year	Population	% Change	Permit Activity
1980	23,276	Base Yr	n/a
1990	64,942	179.0%	n/a
2000	175,406	170.1%	19,980
2007	268,212	52.9%	14,708

Turn around time on plan review was in excess of 13 weeks

## **DCS Implementation Time Line**

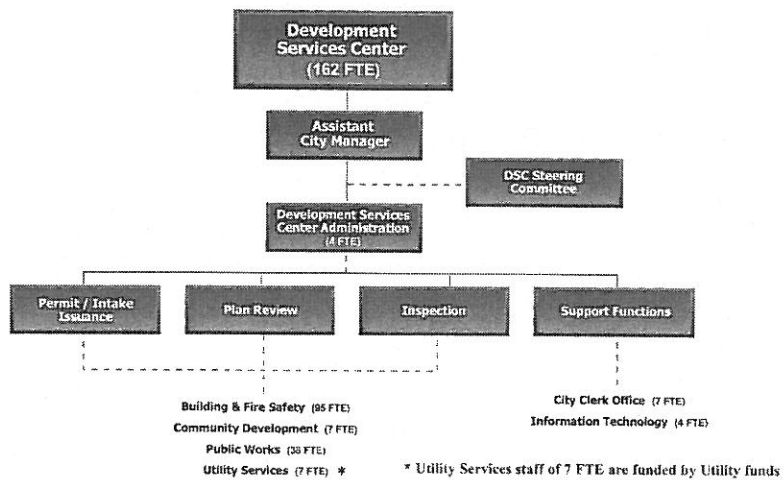
- 1998 – The beginning
- 2000 – Stand alone Enterprise Fund
- 2000 to 2002 Financial Concerns
- 2003 – Moved into new space
- 2007 – Top ranked DSC

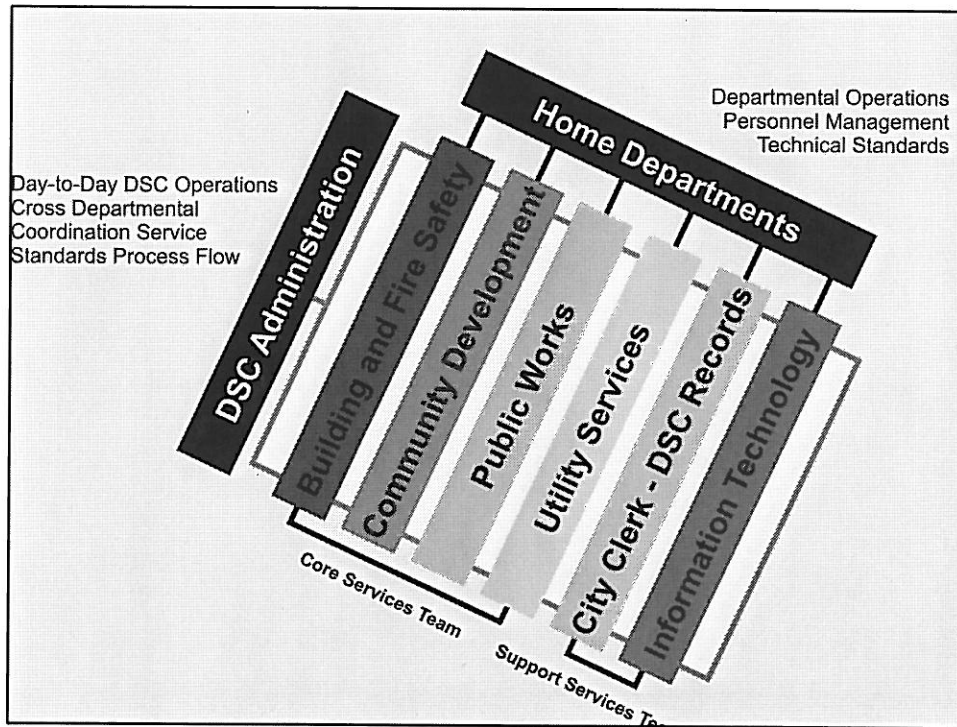
## **The Henderson DSC Today**

- Occupies 10,000 Square Feet
- \$28+ Million budget
- 82 Employees housed at DSC
- 80 Inspectors Off-site
- 6 Departments and Administration

## Henderson's DSC Purpose Statement

To provide leadership and direction for a multi-departmental operation that is responsible for the coordinated review of development in one of America's fastest growing cities.





## Goals – Performance Based

### ■ Measuring Service Levels

#### Front Counter Performance

Daily Customer Transactions  
Average Customer Wait Times  
% Served in 5 minutes  
Average Transaction Times

#### Plan Review Performance

Total Projects in Queue  
Status of All Projects  
Number of Plans Processed (New, Re-submittals, Revisions)  
Development Industry Report Card (% On-Time)

## Financing the DSC Operations

Fees Related to:

Building Permits	Traffic Study Review
Plan Checks	Grading Permits
Cert of Occupancy	Fire Prevention
Hydrology Study Review	Records Management
Inspections	Technology

***Cost-of-Service study completed every 2 years***

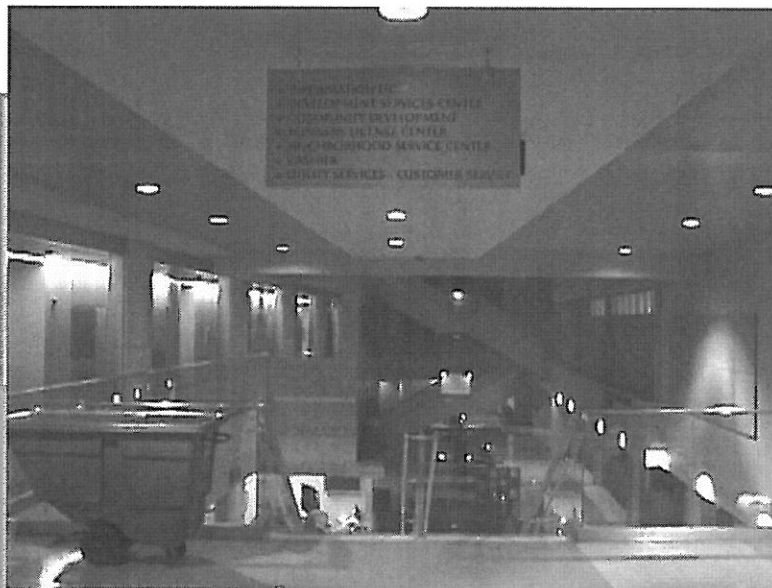
## Noteworthy

- Holistic Integrated Approach *- by picture*
- Community Development Department
- DSC Enterprise Funds managed by Finance Dept.
- Robust Records Management

***Intangibles Make a Difference...  
...in fact, they're critical.***

- Staff gets along well with Planning Commission & City Council
- PC and Council Support Staff decisions >90% of Time
- Environment seemed like a happy family

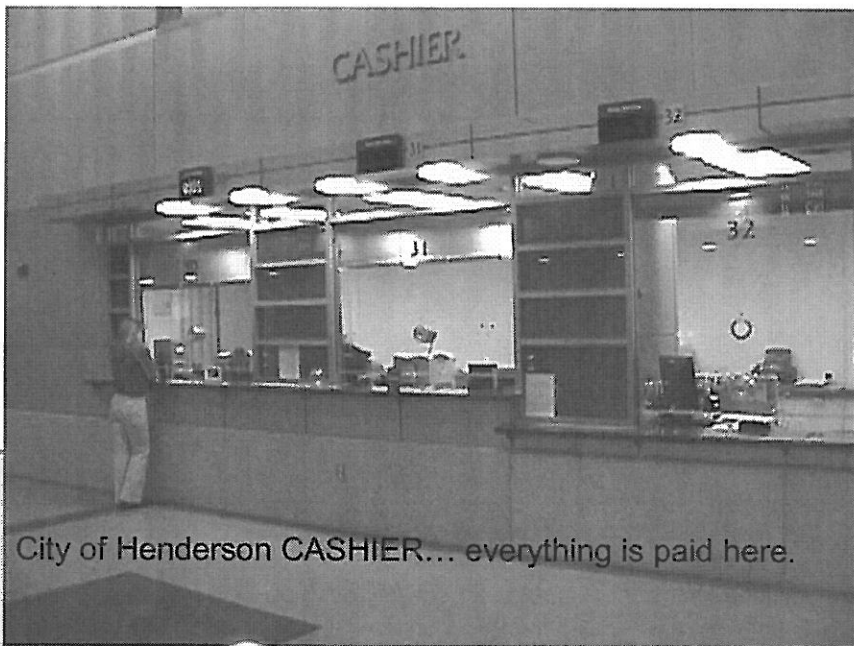
**Tour Time...**







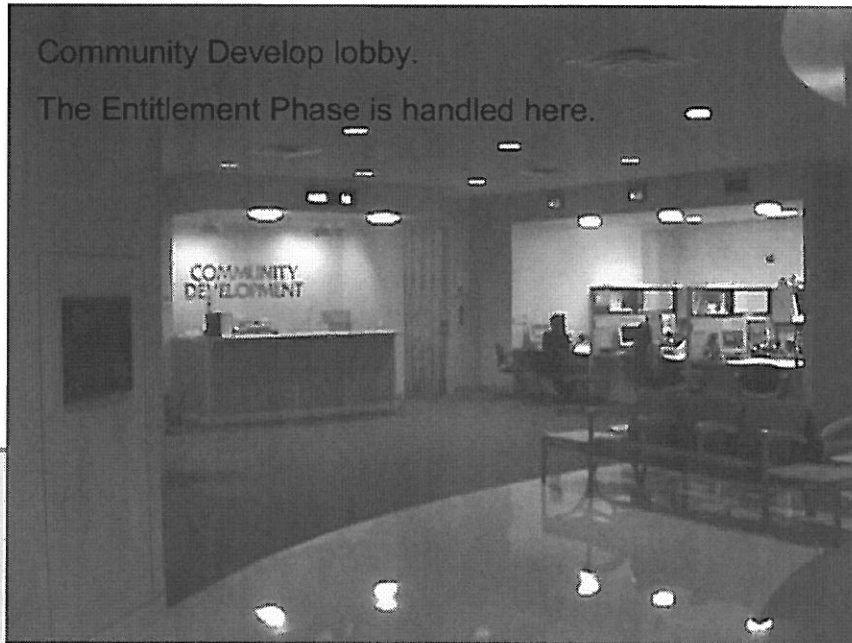
Henderson Information Center



City of Henderson CASHIER... everything is paid here.

Community Develop lobby.

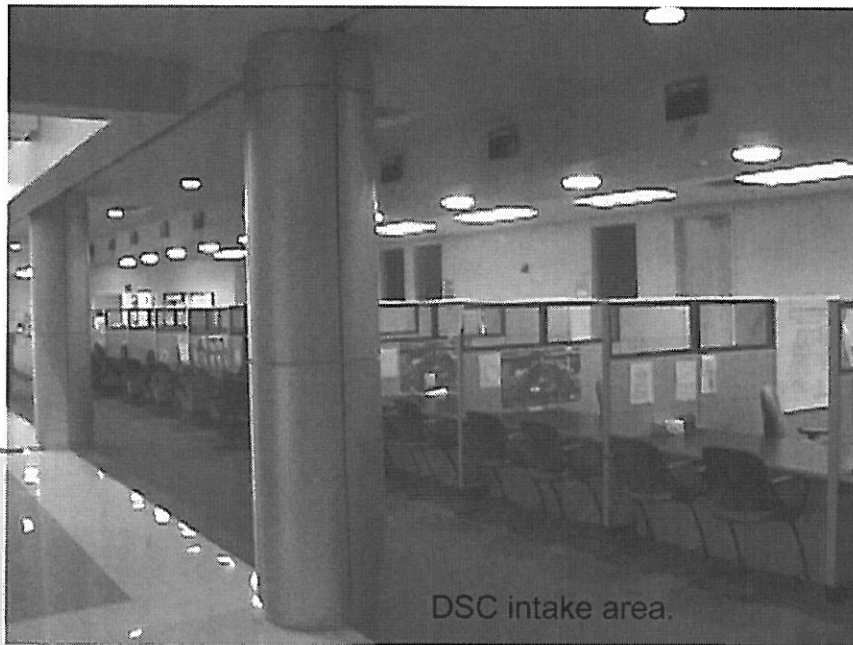
The Entitlement Phase is handled here.



DSC intake area... customer seated.







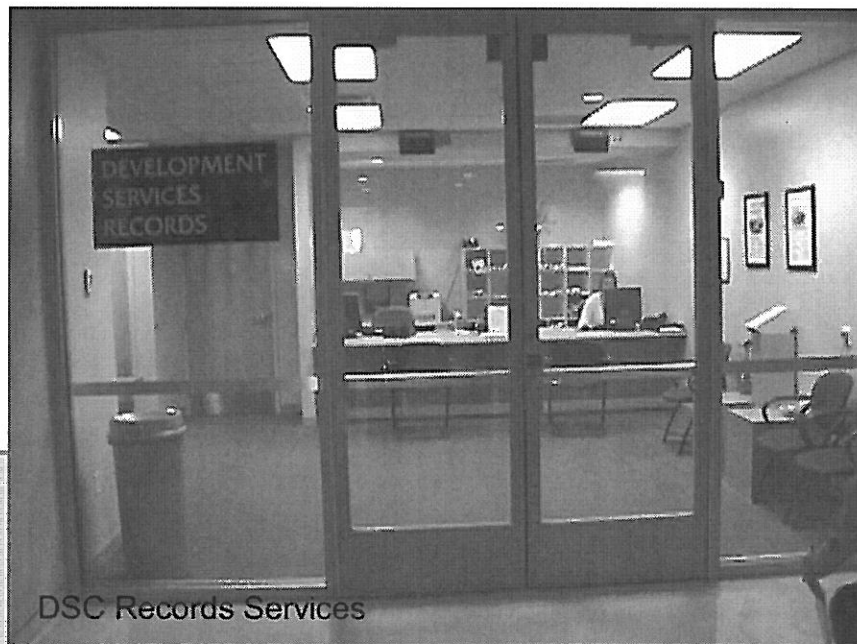
DSC intake area.



DSC "cube-farm"

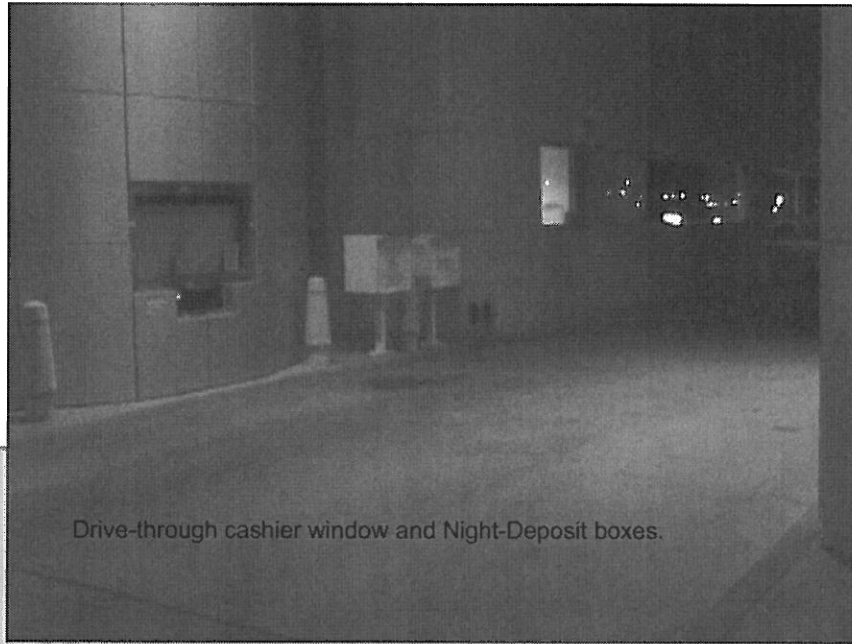


DSC Conference Room



DSC Records Services





Drive-through cashier window and Night-Deposit boxes.

## **Benefits of a DSC...**

**or, why Lincoln needs a DSC**

- Customer Service Delivery
- Operational Efficiency
- Project Planning and Coordination
- CIP Delivery

# DSC

## A "Development Services Center" for Lincoln, Nebraska

So, how would/could a DSC work in Lincoln?

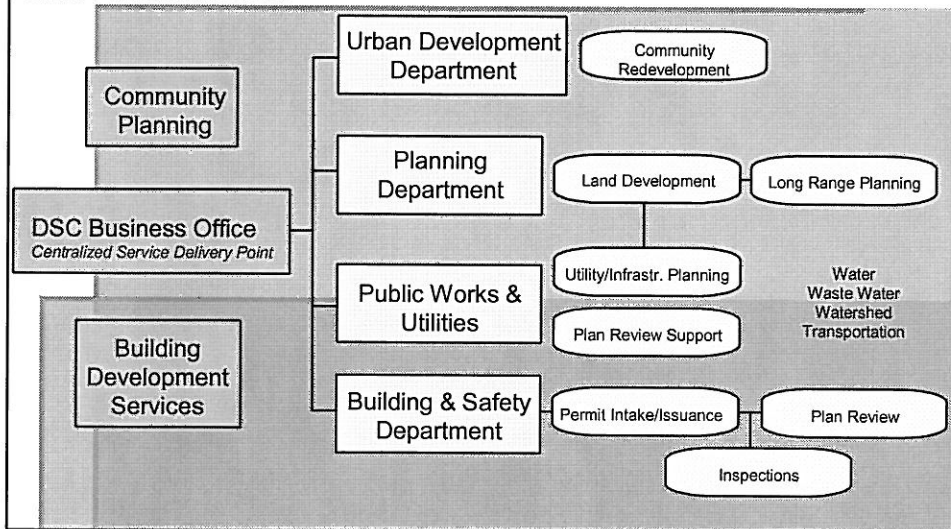
- Incremental evaluation of development services
- Mapping workflow -> Consolidation of review services, etc.
- Accountability
- Performance metrics
- Records Management and Project Tracking (requires effective technology)

**We must be accountable for the services we provide... at a reasonable cost.**

## Proposed Development Service Center (DSC) Structure

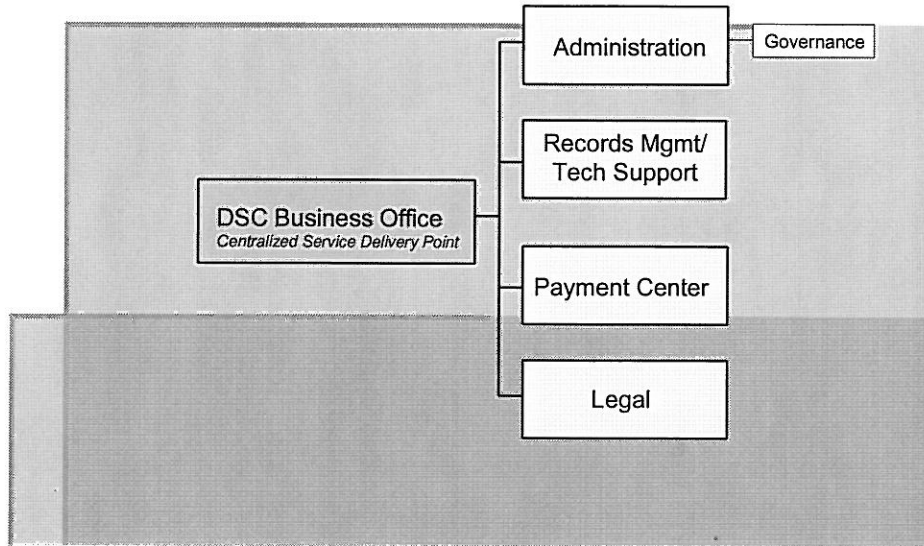
### *Draft*

#### Main Functional Areas



## Development Service Center Business Office

***Draft***



# DSC

A "Development Services Center"  
for Lincoln, Nebraska

- We're not really doing anything new...
- We're not adding any extra steps...
- We're basically just doing the regular, ordinary things in an extraordinary way!



# ***DSC***

A "Development Services Center"  
for Lincoln, Nebraska

...will provided clear expectations  
and a clearly defined path that will  
increase efficiency, add value, and  
improve quality of service for the  
entire community.